

# State telecommunications management manual

State of California  
Department of General Services

Telecommunications Division  
Sacramento, California

Category:

**Fraud and Abuse**

Chapter Title:

**Introduction**

Chapter Number:

**0500.0**

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## CALNET TOLL FRAUD AND ABUSE PROGRAMS

CALNET is committed to keeping toll fraud off its network. CALNET has fraud monitoring programs and techniques to detect fraudulent calling patterns. These techniques include checks on repetition rate, location, time of day, and other criteria associated with fraudulent toll calls. CALNET personnel review fraud monitoring reports daily. Abnormal calling patterns are promptly investigated and when appropriate, actions are immediately initiated to curtail fraudulent calling.

Government employees should be aware of suspicious toll calls. For example, the TD recommends that all employees ***do not*** accept collect calls from unknown callers or transfer callers to an outside operator.

While toll fraud may generate tremendous telecommunications costs, employee misuse of telecommunications facilities may also be very costly. The personal use of telephones is expensive and may represent a significant resource consumption when both usage charges and productivity losses are considered. For this reason, CALNET administers a CALNET Abuse Program to assist clients in the identification of calls which may be personal. Each month, following the CALNET invoicing (billing) process, computer reports are generated listing calls that exceed the abuse monitoring parameters. These computer reports, which list where the calls originated and terminated, are analyzed and forwarded to CALNET clients. Upon client request, specific terminating numbers that are determined to be authorized business calls will be excluded from subsequent abuse reporting. See also ***Chapter 0203.0, Personal Telephone Use.***